Distribution & Content

Amadeus Activities & Entertainment

User Manual

Version 1.1

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1 Introduction

Amadeus Activities & Entertainment is an easy-to-use booking and information tool for you to provide extra products at destinations for your clients. More than 400 destinations around the globe are already available. Activities & Entertainment is accessed via a smart tab within Amadeus Selling Platform. Besides Event Tickets also Airport-Transfers, Access to Airport Lounges, Tours and many more Activities are bookable through this new tool. Amadeus Activities & Entertainment also contains information about the destination like general tourist information, top sights, restaurant reviews, nightlife hotspots, events and weather forecasts. A link to this information can also be e-mailed directly to the customer. Activities & Entertainment allows you to optimize your customer service as well as to gain supplementary revenue. The commission for these destination content bookings can be up to 8%.

Amadeus Activities & Entertainment contains destination content from different providers worldwide and allows travel agencies to book directly through Selling Platform. In addition customers can access Activities & Entertainment directly through a link on the itineraries you sent to them by e-mail or through checkmytrip.com. This gives customers the possibility to choose and book destination content easily from home. For bookings made via this channel your agency will also receive some commission.

Activities & Entertainment is offered in partnership with Unaira, which is the European daughter of 10Best, a worldwide leading provider of destination services and Travel Guides.

Amadeus Activities & Entertainment is active on Amadeus Selling Platform since the 4th quarter 2008 and accessible through a Smart Tab, which symbolise a photo camera and a ticket.

With its graphical and intuitive view Amadeus Activities & Entertainment is an easy-to-use booking and information tool. The use of Amadeus Activities & Entertainment is free and no additional technical features are needed. In the integrated reporting tool all sold items are shown. For every bookable product, commission can be viewed directly on the screen or can of course as well be hidden, if the travel agent wants to show something to the customer on the screen.

2 Available Functions

Amadeus Activities & Entertainment offers the following basic functions:

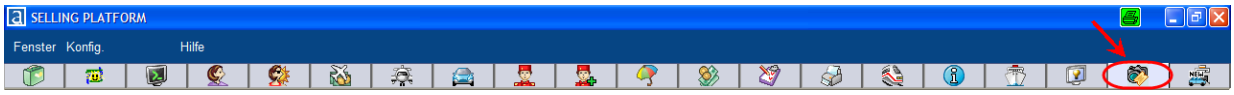
- Product information
- Shopping basket
- Booking
- Payment option by agency credit card or customer credit card
- Voucher-Print
- Send links to product sites
- Wish list

Automatic adoption of booking information from and in a PNR
(for IATA agencies only)

3 Description of booking procedure

On the following sites detailed descriptions on how you can search and book offers on Amadeus Activities & Entertainment are available.

3.1 Accessing Amadeus Activities & Entertainment



Amadeus Activities & Entertainment is accessible within the Amadeus Selling Platform over the Smart Tab (photo camera and ticket).

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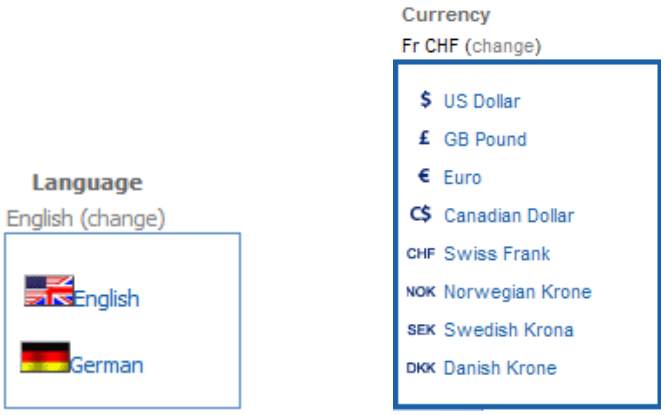
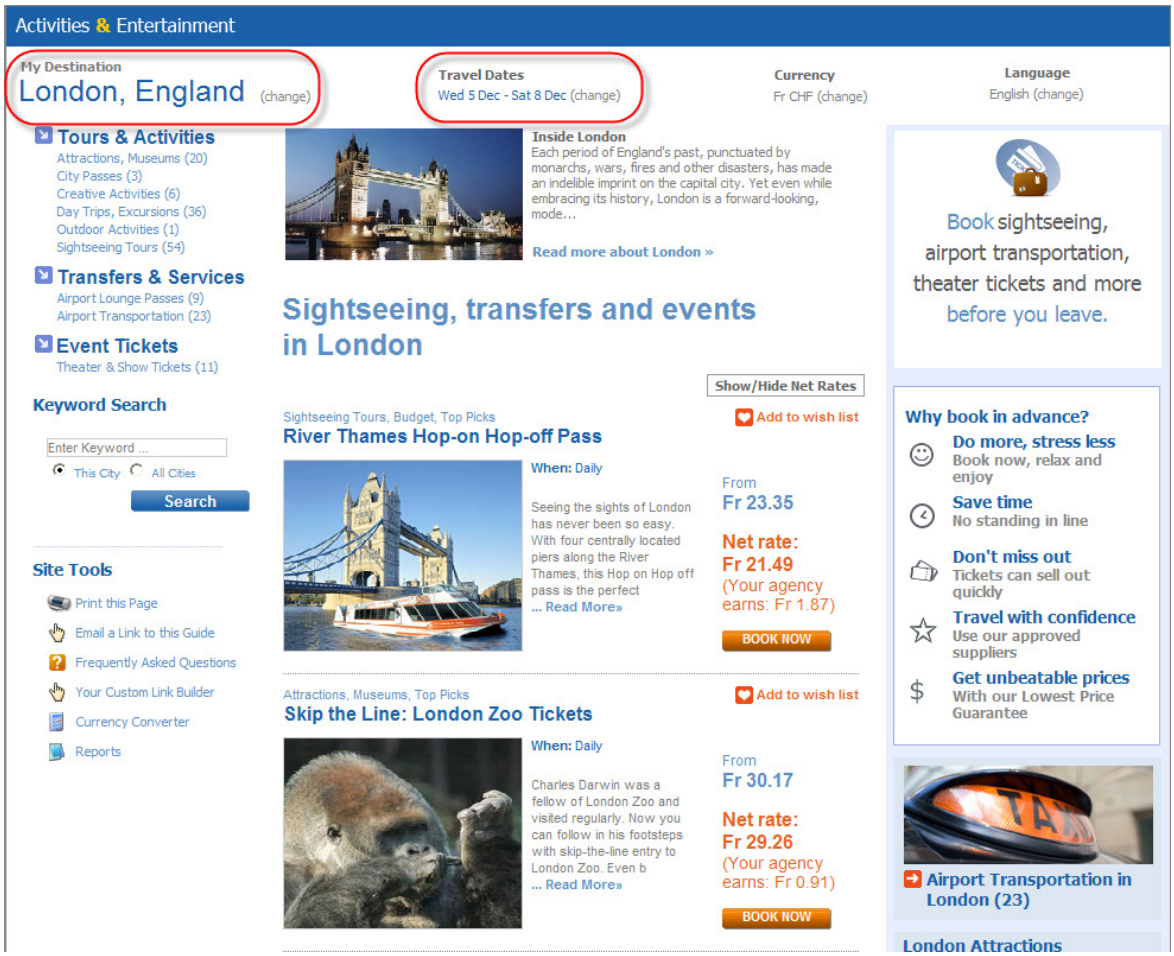
Language and currency can be selected in the following fields (please be aware that for the German version just the navigation appears in German – product descriptions are only available in English):



3.1.1 Accessing Amadeus Activities & Entertainment while having a active PNR

If you already have a PNR open, the travel information (destination and dates) will automatically be absorbed from the PNR to Activities & Entertainment and matching offers will be shown:


Activities & Entertainment
My Destination
London, England (change)
Travel Dates
Wed 5 Dec - Sat 8 Dec (change)
Currency
Fr CHF (change)
Language
English (change)
Tours & Activities
Attractions, Museums (20)
City Passes (3)
Creative Activities (6)
Day Trips, Excursions (36)
Outdoor Activities (1)
Sightseeing Tours (54)
Transfers & Services
Airport Lounge Passes (9)
Airport Transportation (23)
Event Tickets
Theater & Show Tickets (11)
Keyword Search
Enter Keyword ...
This City
All Cities
Search
Site Tools
Print this Page
Email a Link to this Guide
Frequently Asked Questions
Your Custom Link Builder
Currency Converter
Reports
Inside London
Each period of England's past, punctuated by monarchs, wars, fires and other disasters, has made an indelible imprint on the capital city. Yet even while embracing its history, London is a forward-looking, mode...
Read more about London »
Sightseeing, transfers and events in London
Show/Hide Net Rates
Sightseeing Tours, Budget, Top Picks
River Thames Hop-on Hop-off Pass
Add to wish list
When: Daily
Seeing the sights of London has never been so easy. With four centrally located piers along the River Thames, this Hop on Hop off pass is the perfect
... Read More»
From
Fr 23.35
Net rate:
Fr 21.49
(Your agency earns: Fr 1.87)
BOOK NOW
Attractions, Museums, Top Picks
Skip the Line: London Zoo Tickets
Add to wish list
When: Daily
Charles Darwin was a fellow of London Zoo and visited regularly. Now you can follow in his footsteps with skip-the-line entry to London Zoo. Even b
... Read More»
From
Fr 30.17
Net rate:
Fr 29.26
(Your agency earns: Fr 0.91)
BOOK NOW
Book sightseeing, airport transportation, theater tickets and more before you leave.
Why book in advance?
Do more, stress less
Book now, relax and enjoy
Save time
No standing in line
Don't miss out
Tickets can sell out quickly
Travel with confidence
Use our approved suppliers
Get unbeatable prices
With our Lowest Price Guarantee
Airport Transportation in London (23)
London Attractions

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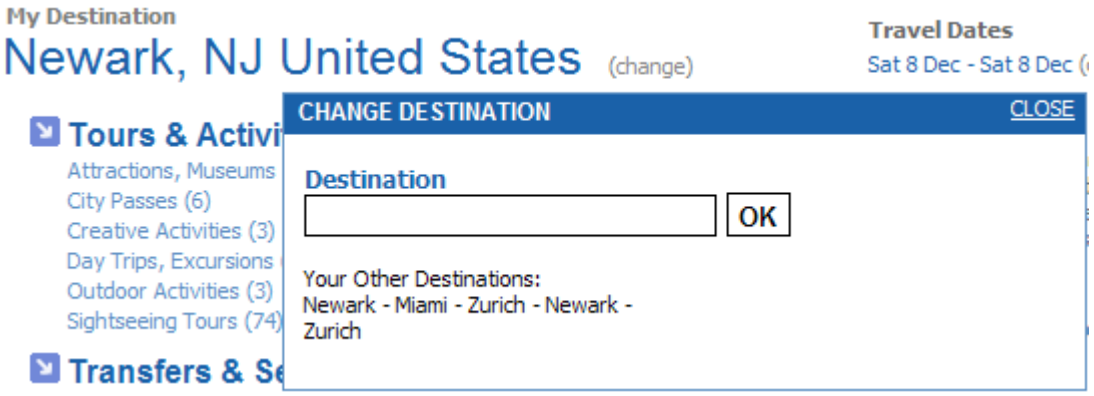
The most popular products will be shown on the first page as default. Of course you are able to do your own selection by clicking on the different categories on the left side (Tours & Activities, Transfers & Services and Event Tickets).

By clicking on (change) in the field „My Destination“ you can choose another destination:



The travel dates from an open PNR as well as the earlier chosen destinations will be saved in the window „**CHANGE DESTINATION**“. This allows you to easily change between the different searches during a session.

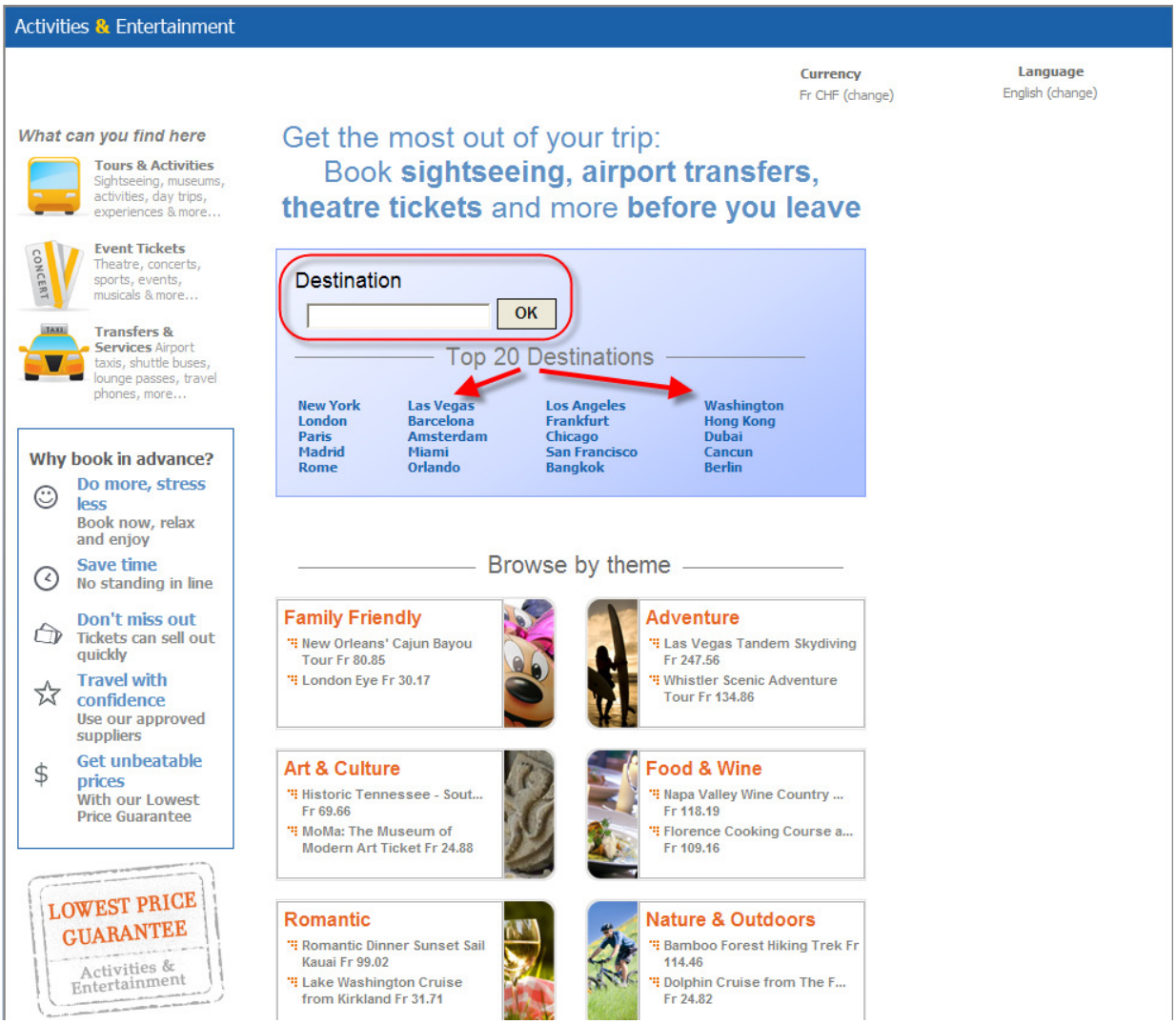
If you would like to hide the net price and the commission that your agency earns you simply click on the following button Show/Hide Net Rates :

Sightseeing, transfers and events in Newark
Show/Hide Net Rates
Attractions, Museums, Budget
American Museum of Natural History
Add to wish list

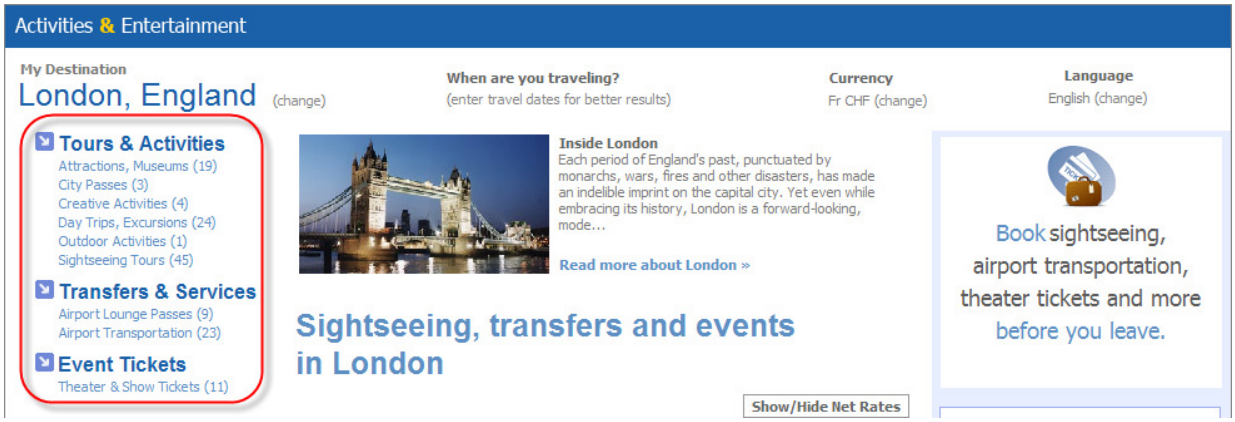
Important advice for IATA agencies: If you have just ended the PNR with ER (end and redisplay), you must Ignore and Redisplay (IR) before accessing Amadeus Activities & Entertainment. Otherwise, you may get simultaneous changes, and be unable to save the miscellaneous segment which is created from an Activities & Entertainment booking.

3.1.2 Accessing Amadeus Activities & Entertainment without a PNR opened

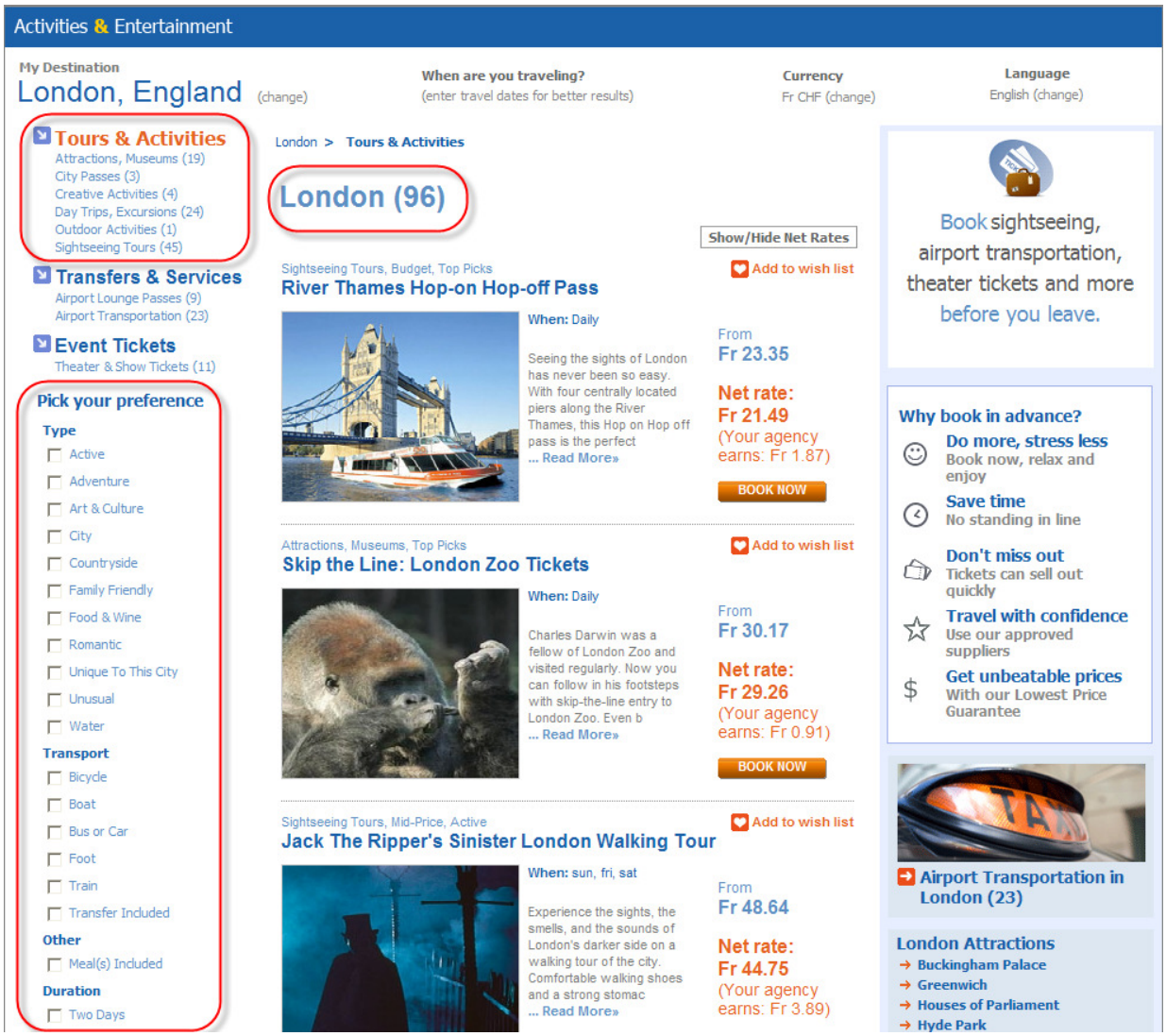
If you do not have an open PNR, please enter the destination you are looking for (city name or three-letter-code) in the field "**Destination**" (city names should be written in English). You could also access your destination by clicking directly on one of the „**Top 20 Destinations**":



After receiving the detailed product list you can improve your search by choosing a category on the left side:


Activities & Entertainment
My Destination
London, England
(change)
When are you traveling?
(enter travel dates for better results)
Currency
Fr CHF (change)
Language
English (change)
Tours & Activities
Attractions, Museums (19)
City Passes (3)
Creative Activities (4)
Day Trips, Excursions (24)
Outdoor Activities (1)
Sightseeing Tours (45)
Transfers & Services
Airport Lounge Passes (9)
Airport Transportation (23)
Event Tickets
Theater & Show Tickets (11)
Inside London
Each period of England's past, punctuated by monarchs, wars, fires and other disasters, has made an indelible imprint on the capital city. Yet even while embracing its history, London is a forward-looking, mode...
Read more about London »
Sightseeing, transfers and events in London
Show/Hide Net Rates
Book sightseeing, airport transportation, theater tickets and more before you leave.

After choosing a category you will see all available offers:



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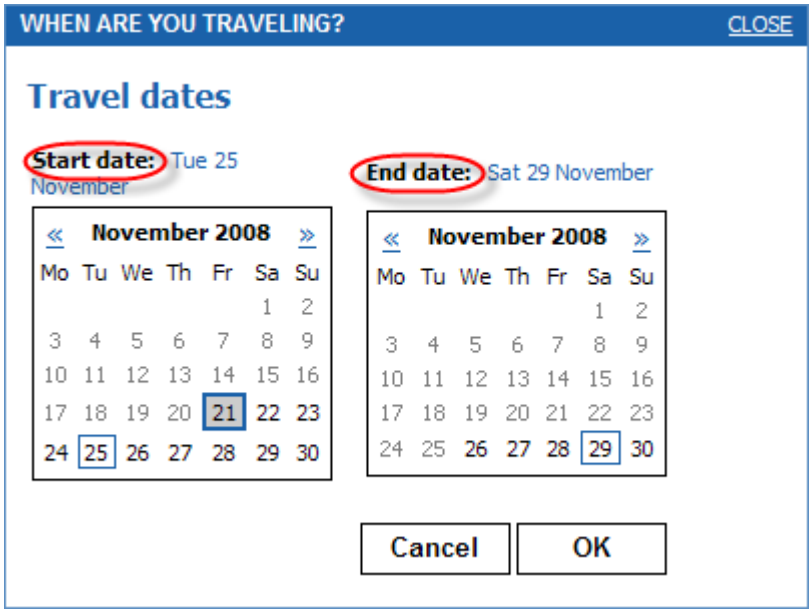
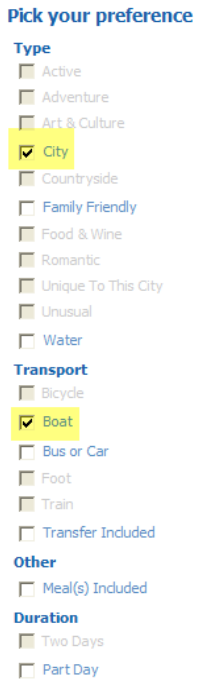
Behind the city name the total available offers are displayed (see example for London 96). The chosen category (in our example „**Tours & Activities**“) is highlighted in a different colour.

To define the travel dates of your customer, simply enter start and end date of the journey in the field „**When are you travelling?**“ and confirm with “OK”:



To narrow the product list down you have the possibility to click on the relevant „**Pick your preference**“-links on the left side (multiple choices possible). Preferences that are not possible will be displayed as inactive (grey) after the first selection. After each selection you will have the relevant number of available offers mentioned behind the city.



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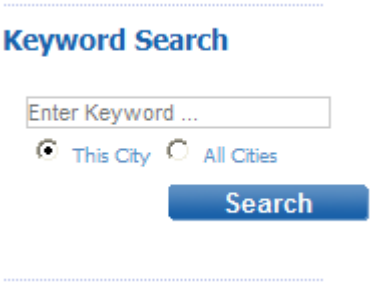
By clicking on the city name (in our example **London, England**), you will be navigated back to the overall offer-list.

3.2 Demand of offers and information

To do a search for specific products or events please use the function "**Keyword Search**":



Enter a keyword (in English) and click on „**Search**".

Click on „**...Read More**" or the product title for the product full description. The information on a product is available in English only:

Day Trips, Excursions, Mid-Price
London in One Day Sightseeing Tour
Add to wish list
When: Daily
Explore the very best of London on a full-day guided tour. You'll take a scenic drive through the West End and City, go for a cruise on the River Tham
... Read More»
From
Fr 134.28
Net rate:
Fr 123.54
(Your agency earns: Fr 10.74)
BOOK NOW

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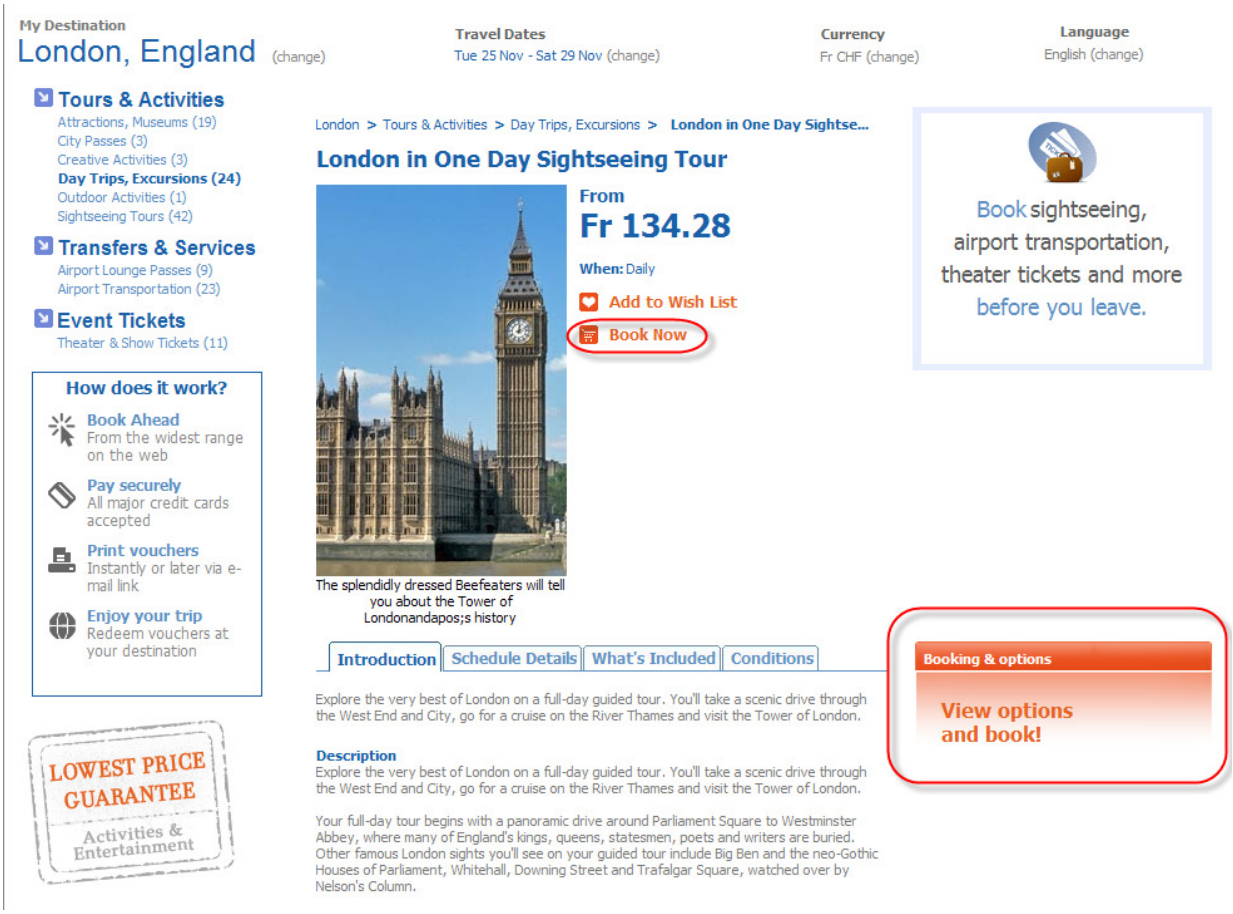

My Destination
London, England (change)
Travel Dates
Tue 25 Nov - Sat 29 Nov (change)
Currency
Fr CHF (change)
Language
English (change)
Tours & Activities
Attractions, Museums (19)
City Passes (3)
Creative Activities (3)
Day Trips, Excursions (24)
Outdoor Activities (1)
Sightseeing Tours (42)
Transfers & Services
Airport Lounge Passes (9)
Airport Transportation (23)
Event Tickets
Theater & Show Tickets (11)
How does it work?
Book Ahead
From the widest range on the web
Pay securely
All major credit cards accepted
Print vouchers
Instantly or later via e-mail link
Enjoy your trip
Redeem vouchers at your destination
LOWEST PRICE GUARANTEE
Activities & Entertainment
London > Tours & Activities > Day Trips, Excursions > London in One Day Sightse...
London in One Day Sightseeing Tour
From
Fr 134.28
When: Daily
Add to Wish List
Book Now
The splendidly dressed Beefeaters will tell you about the Tower of Londonandapos;s history
Book sightseeing, airport transportation, theater tickets and more before you leave.
Introduction
Schedule Details
What's Included
Conditions
Explore the very best of London on a full-day guided tour. You'll take a scenic drive through the West End and City, go for a cruise on the River Thames and visit the Tower of London.
Description
Explore the very best of London on a full-day guided tour. You'll take a scenic drive through the West End and City, go for a cruise on the River Thames and visit the Tower of London.
Your full-day tour begins with a panoramic drive around Parliament Square to Westminster Abbey, where many of England's kings, queens, statesmen, poets and writers are buried. Other famous London sights you'll see on your guided tour include Big Ben and the neo-Gothic Houses of Parliament, Whitehall, Downing Street and Trafalgar Square, watched over by Nelson's Column.
Booking & options
View options and book!

Proceed to the Price and Availability section by clicking on „**Booking & options**“ or “**Book Now**”. On this mask you need to select an available date from the drop down menu and then select the amount of tickets you wish to purchase. Special reductions (if available) could be chosen here as well (please see 3.6.1).

Show/Hide Net Rates
Please Select a Date
Adult Price (17 +) : Fr 134.28 each
Net rate: Fr 123.54 (Your agency earns: Fr 10.74)
1
Child Price (3 - 16) : Fr 114.82 each
Net rate: Fr 105.63 (Your agency earns: Fr 9.19)
0
Add to Cart

3.2.1 Wish list

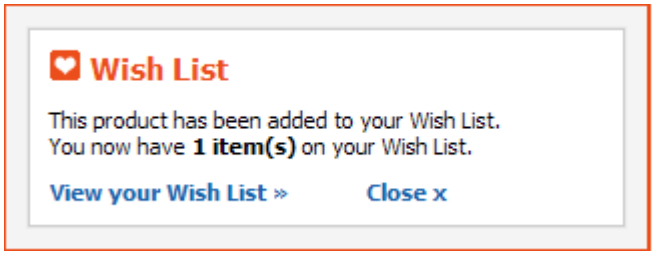
If the customer is not sure which product to choose you can send him a „Wish list“ by E-Mail in which the different possibilities are put together. The customer receives the E-Mail with the different links directly to the products on a specific site from Amadeus Activities & Entertainment for end customers (see also 3.5.1).

This allows the customer to have a look at the offers in Amadeus Activities & Entertainment at home and to finally do the booking on his own. For this booking you will receive a pro rata commission which is about 3%.

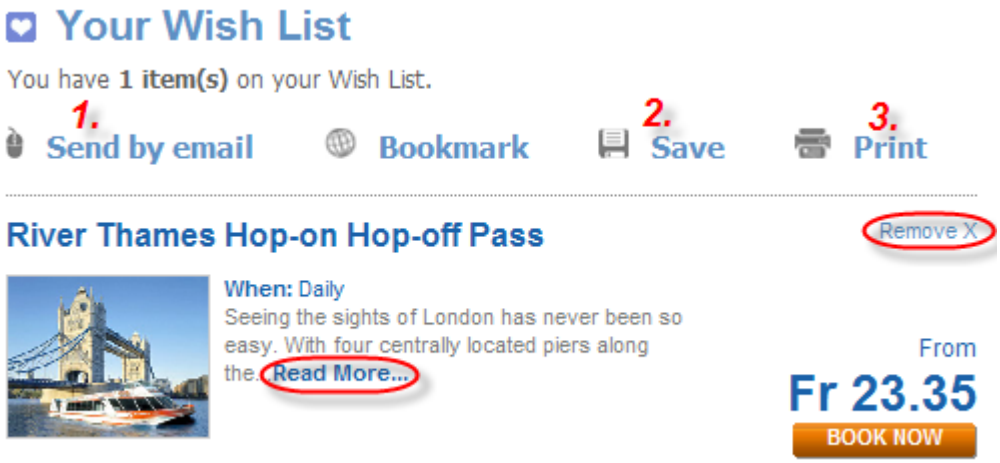
Just click for the selected products on “Add to Wish List“:

Attractions, Museums, Top Picks
Skip the Line: London Zoo Tickets
Add to wish list
When: Daily
Charles Darwin was a fellow of London Zoo and visited regularly. Now you can follow in his footsteps with skip-the-line entry to London Zoo. Even b
... Read More»
From
Fr 30.17
Net rate:
Fr 29.26
(Your agency earns: Fr 0.91)
BOOK NOW

On the message displayed you will see that the product has been taken over successfully to the Wish List:



Close the window to add further products or click on “**View your Wish List**” to either send the Wish List to your customers by email (1) or save it (2) or print it out (3). (The function „Bookmark“ is not working for the moment):



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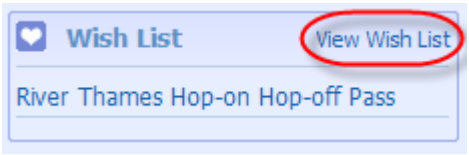
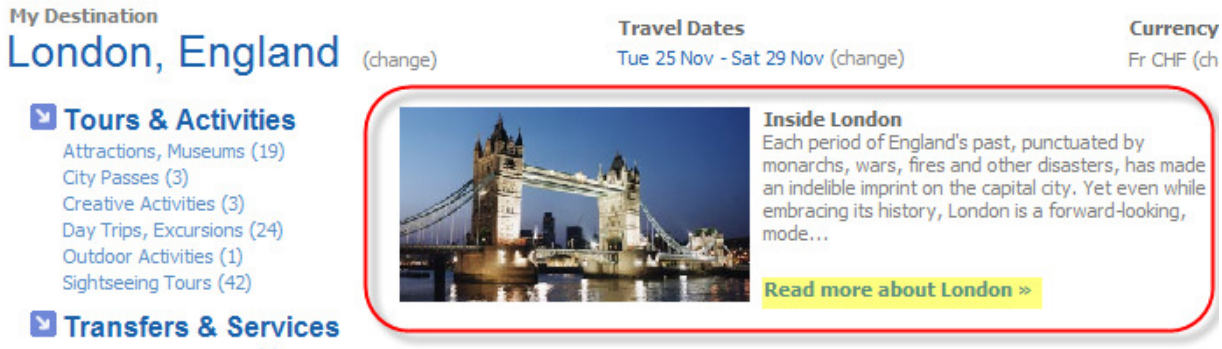
The function „**Read More**“ will pass you to the product details, „**Remove**“ will cancel the product form the Wish List.

You are able to access the Wish List any time on the right side through the navigation column:



3.3 Destination information

Destination information can be accessed from the top of the home page, in the section marked “**Read more about…**”. There you will find comprehensive city information, weather forecasts, shopping recommendations, restaurants and many more interesting tips:


My Destination
London, England
(change)
Travel Dates
Tue 25 Nov - Sat 29 Nov (change)
Currency
Fr CHF (ch
Tours & Activities
Attractions, Museums (19)
City Passes (3)
Creative Activities (3)
Day Trips, Excursions (24)
Outdoor Activities (1)
Sightseeing Tours (42)
Transfers & Services
Inside London
Each period of England's past, punctuated by monarchs, wars, fires and other disasters, has made an indelible imprint on the capital city. Yet even while embracing its history, London is a forward-looking, mode...
Read more about London »

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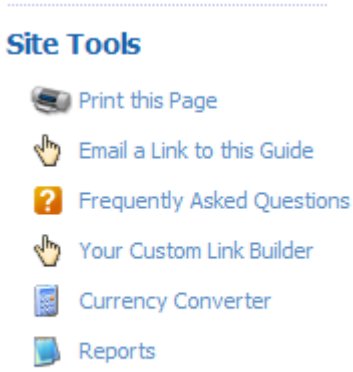
Simply click on the different categories under „**Recommendations":** and you will be transmitted to the detailed site. The current weather as well as a forecast will be illustrated below.

3.4 Site Tools



Under „**Site Tools**" you can:

- **print** the current page
- **email** a guide to a customer
- have a look at the Frequently Asked Questions **(FAQ)**
- build a **link** to the Activities & Entertainment Platform via your own company website.
- access a **currency converter**
- access to **reports** detailing

3.4.1 Print this Page

The simple functionality „**Print this Page**" enables the user to print the current page being viewed.

3.4.2 E-Mail a Link to this Guide

If you wish to send your customer a link to the Activities & Entertainment platform simply click on the link "**E-Mail a Link to this Guide**" and enter the customers e-mail address. The customer will receive

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an e-mail link to the city page you have suggested. This allows the customer to further read the product offerings and city guides at their own convenience. The customer can then purchase the product at home via its own PC and you will still earn commission on the sale. Bookings done through customers can also be sawn on your reporting tool (please see under chapter 3.4.6).

Email Current Guide
Send this premium destination guide to your traveler!
(You will be commissioned on any purchases your traveler makes using the guide.)
Who will receive this Guide:
Recipient's Name:*
Recipient's Email Address:*
Personalized Message:
Your Information:
Your Name:*
Your Email Address:*
Your Phone Number:
Send this Guide »

3.4.3 List of Frequently Asked Questions

The "**FAQ-list**" is a helpful reference tool which will help answer many questions you (as an agent) or your customers may have regarding bookings, reservations, commission etc. (please see also chapter 4).

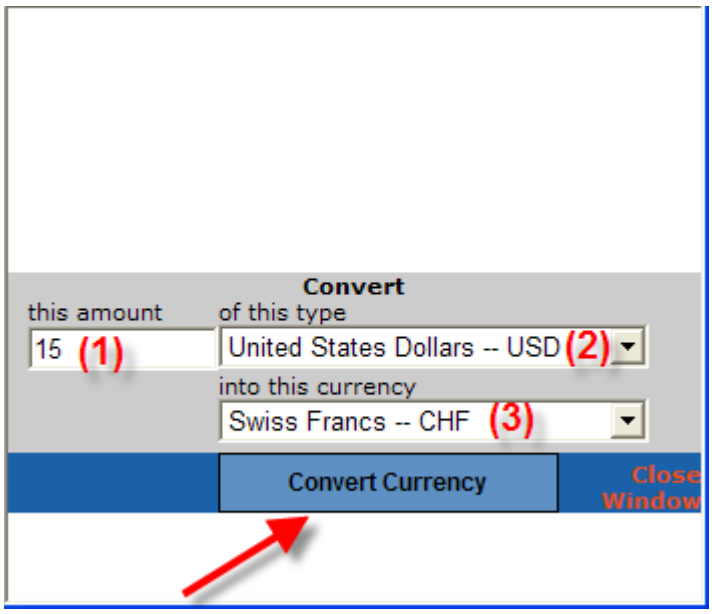
3.4.4 Your Custom link builder

This tool allows you to effortlessly build a link to the Amadeus Activities and Entertainment Platform via your own company's website. This easy two step process provides you with a link which can then be included on flight confirmations or advertising material sent to your customers, and again, every time that a customer makes a purchase via the link, you earn commission.

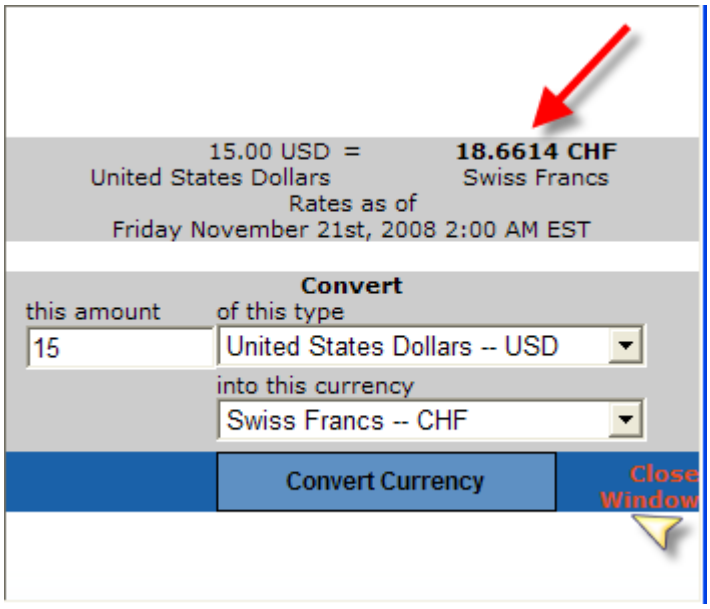
3.4.5 Currency Converter

Using this tool, you are able to view the daily exchange rates for all currencies.

A new window will be opened where you can insert the amount (1), the given currency (2) and the currency you need to know (3):



After clicking on „Convert Currency“ you will find the converted amount at the top of the window. If you click on „Close Window” you will return to the Activities & Entertainment homepage.



3.4.6 Reports

With this link you are able to access detailed reports. All information related to bookings is clearly arranged for the booking month you choose. On the far right corner, you can select the option “**More Details**“ where you can pull up individual transactions and view customer details and product specific information. There is also a stored copy of the customer’s sales voucher, which often hold all

necessary post purchase product information (i.e. Where the tour departs from, Supplier Contact Details, Confirmation requirements etc.)

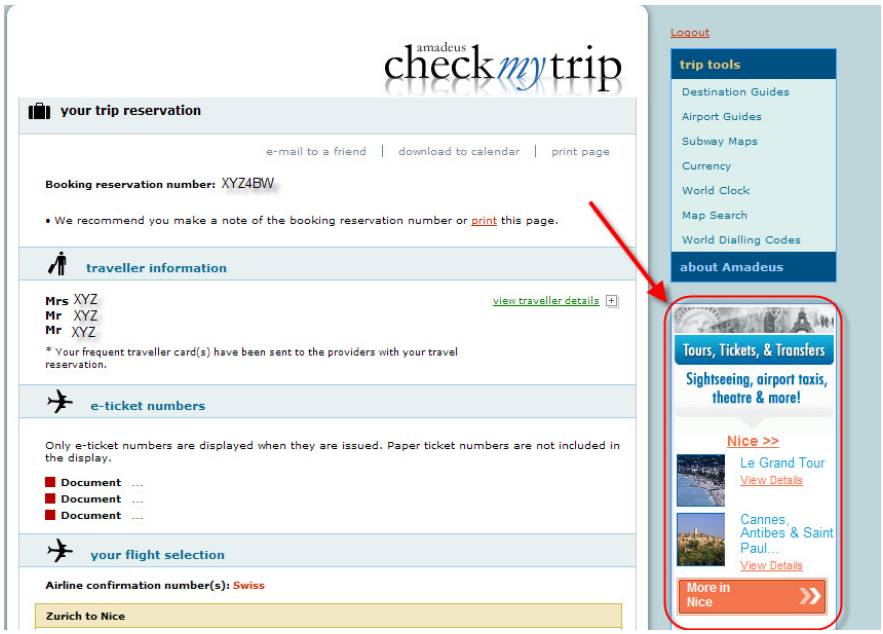
Order ID	Description	Commission	Total	RecLoc	Agent	Channel	Commission Status	Added	
7283		$0.75	$24.30		0001AA	B2B	PAID	Sep/23/08; 6:27 AM	more details
7294		$-0.75	$-24.30		0001AA	B2B	PAID	Sep/23/08; 11:59 AM	more details
Totals		$0.00	$0.00						

* Please note that the dates of all transactions are stored in EST (GMT-0500).

3.5 B2C Features

3.5.1 CMT & Itinerary e-mail Link (IEP)

The end customer is able to access Amadeus Activities & Entertainment through a link in Check My Trip or in the e-mail confirmation (sent from the travel agency). The end customer can thereafter continue to look for destination information and make event bookings from their home which also generates commission for the travel agency. Of course the B2C-Website has not exactly the same features as the B2B-Tool accessible via Selling Platform (i.e. not as many Site Tools, end customer specific FAQs etc).



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DATE 06NOVEMBER08
BOOKING REF XYZ4BW

Reisebüro Ab In Den Urlaub
Bahnhofplatz 1
8005 Zürich
TELEPHONE: +41
FAX : +41
EML:lsonnenschein@urlaub.ch

TRAVELER/PETERMR

SERVICE	FROM	TO	DEPART	ARRIVE
KLM ROYAL DUTCH AIRLI - KL 1926				
MON 10NOV	GENEVA CH	AMSTERDAM NL	0925	1115
	GENEVA INTL	SCHIPHOL		
NON STOP	TERMINAL M		DURATION 1:50	
	RESERVATION CONFIRMED - I BUSINESS			
	ON BOARD: MEAL			
	EQUIPMENT:BOEING 737-400			
	SEAT 02A NO SMOKING CONFIRMED TRAVELER/PETERMR			

AMSTERDAM AIRPORT TRANSFERS, SIGHTSEEING TOURS & THEATRE TICKETS
EASY ONLINE BOOKING: SAVE TIME & MONEY. SECURE YOUR RESERVATIONS NOW

3.5.2 Lowest Price Guarantee

By clicking on this icon, the user will be directed to our “Lowest price Guarantee” form, which explains the terms of the guarantee and also allows the user to submit a claim. Unaira’s full terms and conditions are also available on this page.

3.6 Booking Process

3.6.1 Shopping Cart

Once a product has been selected, proceed to the Price and Availability section by clicking on „**Booking & options**“ or “**Book Now**”. Here you will need to select an available date from the drop down menu (1.) and then select the amount of tickets you wish to purchase in the mentioned categories or reductions (2.). Afterwards click on “Add to Cart” (3.).

Introduction
Schedule Details
What's Included
Conditions
Booking & options
Charles Darwin was a fellow of London Zoo and visited regularly. Now you can follow in his footsteps with skip-the-line entry to London Zoo. Even better, by purchasing your ticket ahead of time you'll jump the queue. Don't waste time waiting in lines on vacation!
Show/Hide Net Rates
1.
Please Select a Date
Adult Price (16 +) : Fr 29.57 each
Net rate: Fr 28.68 (Your agency earns: Fr 0.89)
1
Child Price (3 - 15) : Fr 23.84 each
Net rate: Fr 23.12 (Your agency earns: Fr 0.72)
0
2.
3.
Add to Cart

You will then be presented with the ”Your Shopping Cart” page, where you can either select to “Continue Shopping” (1.) (where you’ll be returned to the City Homepage) or “Proceed to Checkout” (2.) where billing details will be finalized:

If you decided to „Continue Shopping“ but realise that there is nothing else to add you can end your transaction by clicking on “Go to Checkout”.

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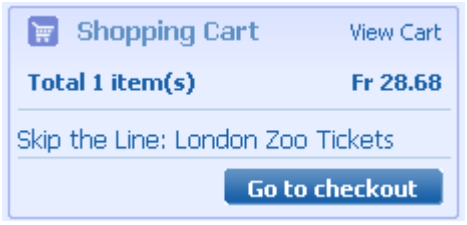


3.6.2 Complete a booking

After proceeding to checkout the order form will be presented requiring the agency information and customer contact details. Fields marked with an asterisk (*) are mandatory.

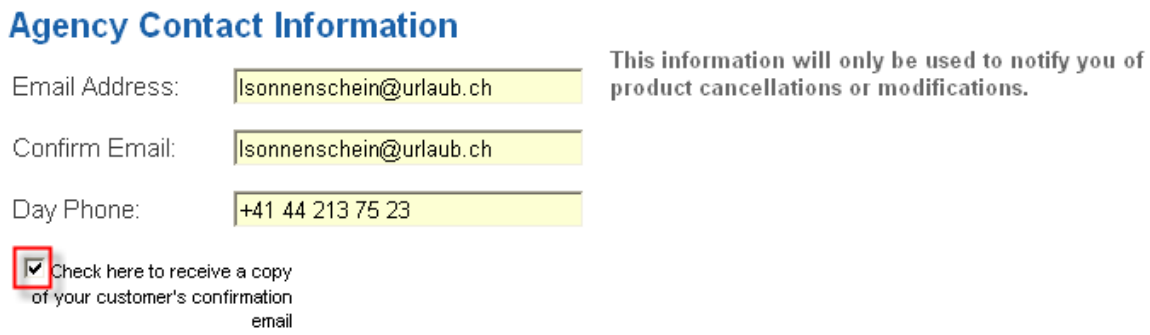
a) Lead Traveller

Please add first the information of the Lead Traveller.:

Customer Contact Information
Lead Traveler
Title*:
Mr.
First name*:
Peter
Last name*:
Traveler
Email Address*:
peter.traveler@home.ch
Confirm Email*:
peter.traveler@home.ch
Phone number*:
+41 44 213 25 25
Please Note:
The Lead Traveler must present a valid photo ID when redeeming the voucher.
We guarantee to only contact you with necessary information about your trip, for example to send your vouchers. See our privacy policy for more details on how we protect your privacy.

b) Agency Contact Information

Please complete your Email Address and phone number. This information will only be used to notify you of product cancellations or modification. If you would like to receive a copy of your customer's voucher per email please check the relevant box:


Agency Contact Information
Email Address:
lsonnenschein@urlaub.ch
Confirm Email:
lsonnenschein@urlaub.ch
Day Phone:
+41 44 213 75 23
This information will only be used to notify you of product cancellations or modifications.
Check here to receive a copy of your customer's confirmation email

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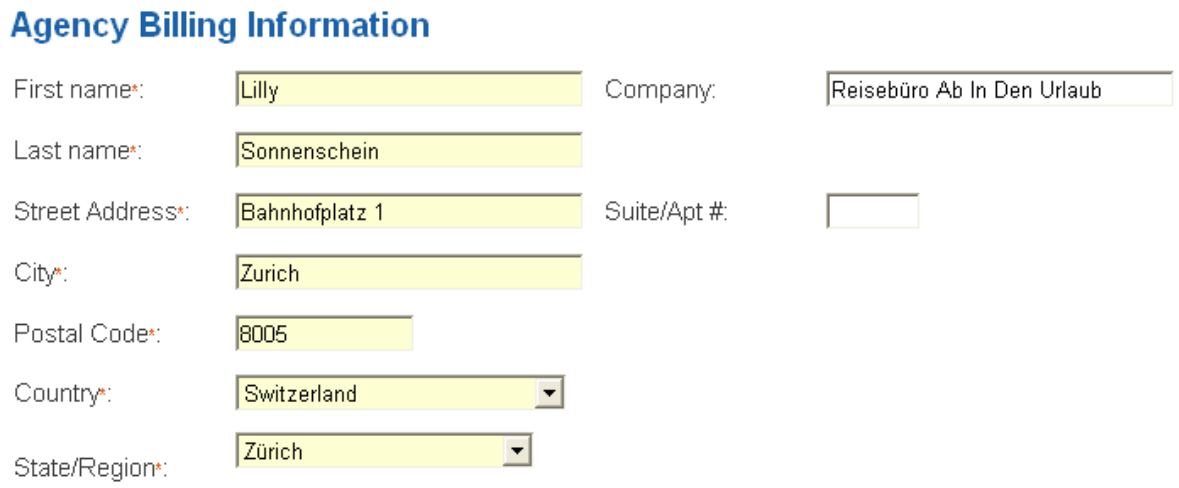
c) Agency Billing Information

Advice: Your Agency Contact Information is mostly pre-filled. Please complete the missing mandatory fields (marked with an asterisk *):



3.7 Payment Options

There are two options to pay for Amadeus Activities & Entertainment orders booked in a travel agency which are explained below. The billing flow is between the owner of the Credit Card and Unaira.

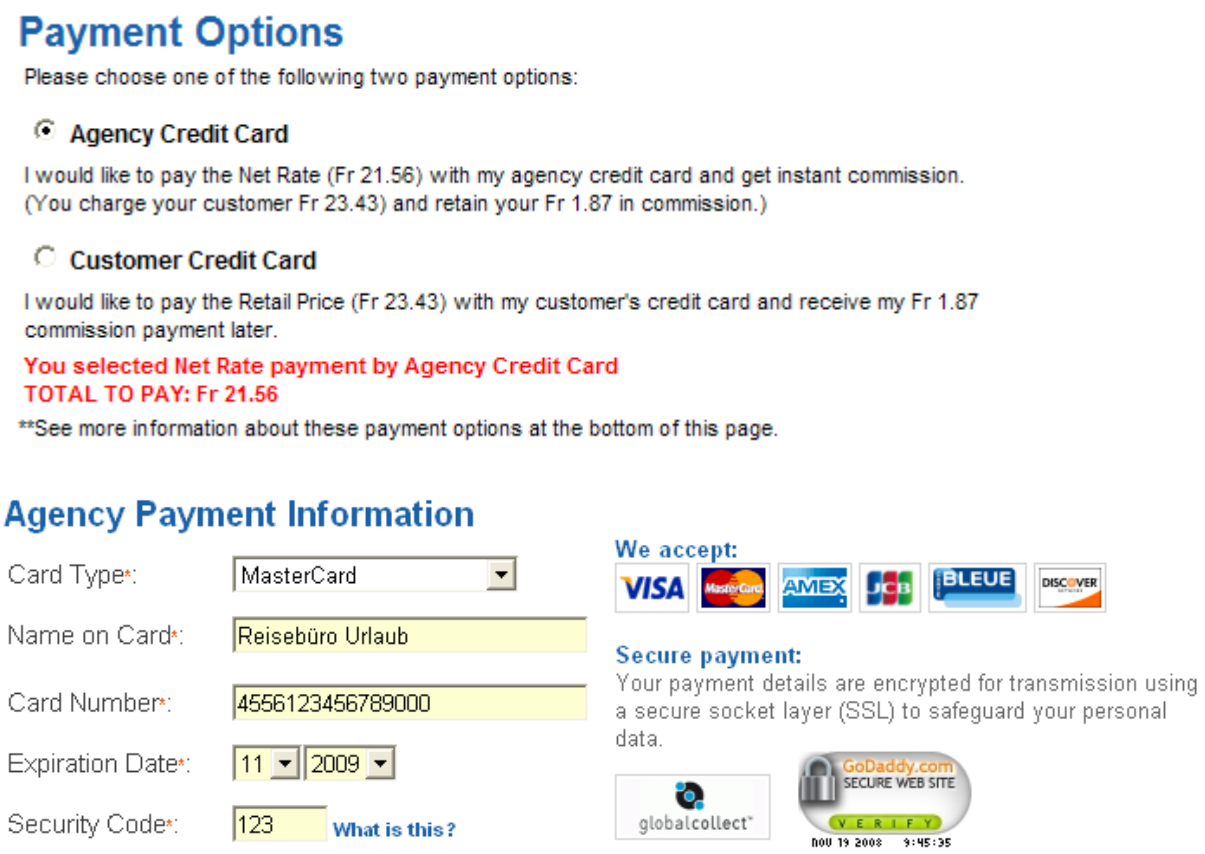
Payment by Agency Credit Card

If you have an Agency Credit Card, this option allows you to instantly pay Unaira the Net Rate for the order. After completing the booking, the customer should pay the stated Retail Price to the agency directly. This way, the agent immediately collects its commission (the difference between the Retail Price and the Net Rate). Please be aware that it depends on the Credit Card provider if an additional fee (i.e. for foreign country) is charged. We recommend doing payments via Agency Credit Card.

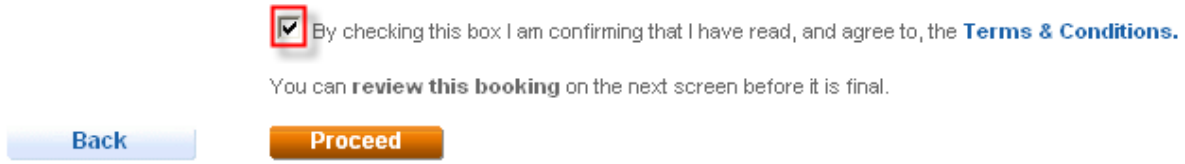
Payment by Customer Credit Card

Alternatively, you can use the Customer's Credit Card to pay Unaira for the order. This option is useful if the agent doesn't have an Agency Credit Card or if you want to avoid paying credit card fees. Choosing this option will mean that the commission will be paid to the agency as part of Unaira's regular payment cycle. (Please see under FAQs section Net Rates, Revenues and Commissions "How do I collect the commission I have earned?")

Please choose one of the following two payment options and enter the relevant Credit Card details.


Payment Options
Please choose one of the following two payment options:
Agency Credit Card
I would like to pay the Net Rate (Fr 21.56) with my agency credit card and get instant commission.
(You charge your customer Fr 23.43) and retain your Fr 1.87 in commission.)
Customer Credit Card
I would like to pay the Retail Price (Fr 23.43) with my customer's credit card and receive my Fr 1.87 commission payment later.
You selected Net Rate payment by Agency Credit Card
TOTAL TO PAY: Fr 21.56
**See more information about these payment options at the bottom of this page.
Agency Payment Information
Card Type*:
MasterCard
Name on Card*:
Reisebüro Urlaub
Card Number*:
4556123456789000
Expiration Date*:
11
2009
Security Code*:
123
What is this?
We accept:
Secure payment:
Your payment details are encrypted for transmission using a secure socket layer (SSL) to safeguard your personal data.
globalcollect
GoDaddy.com
SECURE WEB SITE
VERIFY

To be able to submit your order form you need to check the below box to agree with Unaira's Terms & Conditions and then click the button "Proceed".

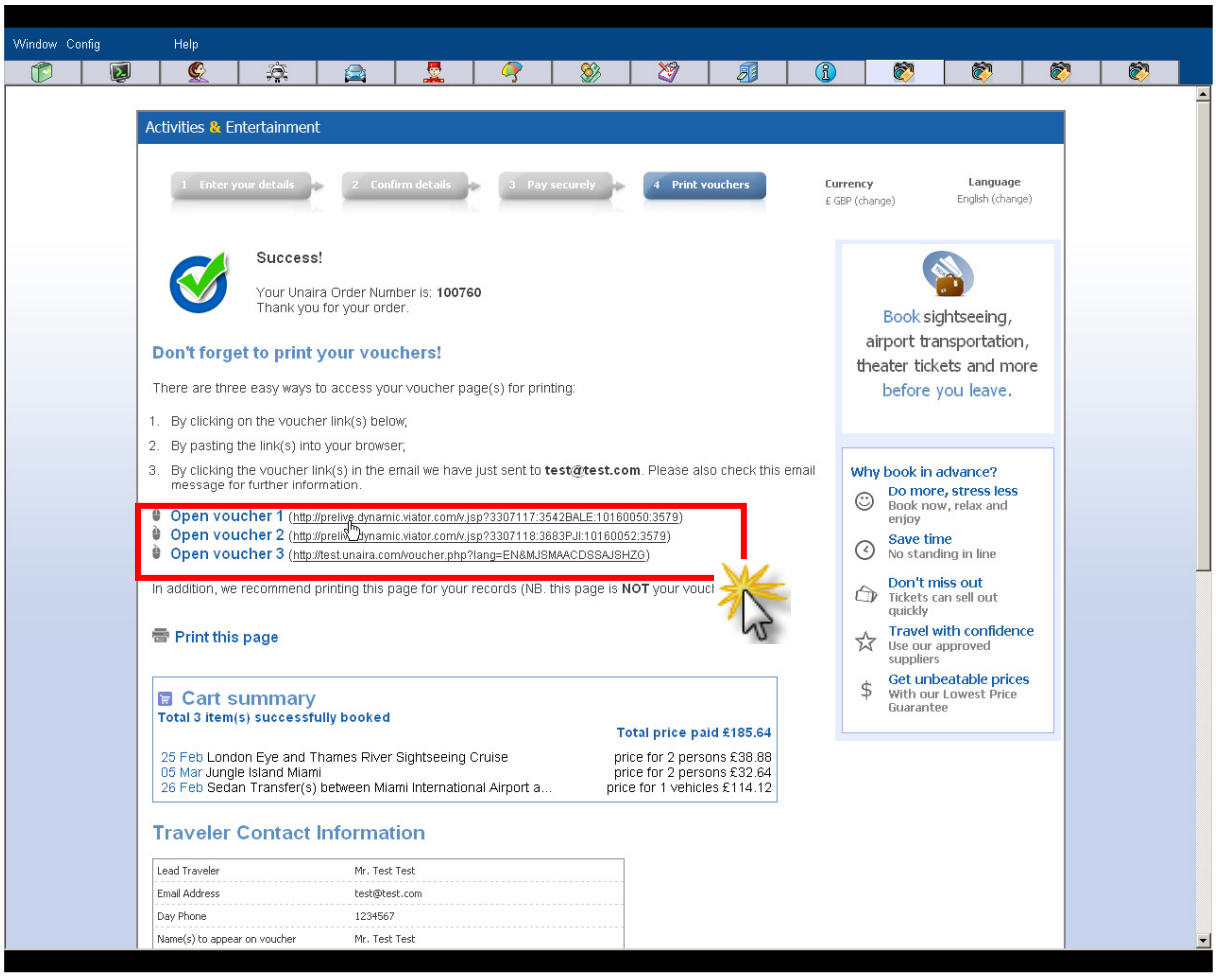

By checking this box I am confirming that I have read, and agree to, the Terms & Conditions.
You can review this booking on the next screen before it is final.
Back
Proceed

After submitting your order form, you will be presented with a 'Confirm Details' page which will recap the details which were just submitted on the order form, requesting you to confirm those details. Should the details be incorrect, the "Back" button can be clicked to make amendments to the booking or alternatively, the "Submit" button can be selected to confirm and proceed with the booking.

3.8 Print the Voucher

Please print the voucher(s) for your customers after every booking in Amadeus Activities & Entertainment.

After your successful booking you will see following confirmation page on your screen:


Window Config Help
Activities & Entertainment
1 Enter your details
2 Confirm details
3 Pay securely
4 Print vouchers
Currency
£ GBP (change)
Language
English (change)
Success!
Your Unaira Order Number is: 100760
Thank you for your order.
Don't forget to print your vouchers!
There are three easy ways to access your voucher page(s) for printing:
1. By clicking on the voucher link(s) below;
2. By pasting the link(s) into your browser;
3. By clicking the voucher link(s) in the email we have just sent to test@test.com. Please also check this email message for further information.
Open voucher 1 (http://prelive.dynamic.viator.com/v.jsp?3307117:3542BALE:10160050:3579)
Open voucher 2 (http://prelive.dynamic.viator.com/v.jsp?3307118:3683PJI:10160052:3579)
Open voucher 3 (http://test.unaira.com/voucher.php?lang=EN&MJSMAACDSSAJSHZG)
In addition, we recommend printing this page for your records (NB. this page is NOT your vouc
Print this page
Book sightseeing, airport transportation, theater tickets and more before you leave.
Why book in advance?
Do more, stress less
Book now, relax and enjoy
Save time
No standing in line
Don't miss out
Tickets can sell out quickly
Travel with confidence
Use our approved suppliers
Get unbeatable prices
With our Lowest Price Guarantee
Cart summary
Total 3 item(s) successfully booked
Total price paid £185.64
25 Feb London Eye and Thames River Sightseeing Cruise
price for 2 persons £38.88
05 Mar Jungle Island Miami
price for 2 persons £32.64
26 Feb Sedan Transfer(s) between Miami International Airport a...
price for 1 vehicles £114.12
Traveler Contact Information
Lead Traveler
Mr. Test Test
Email Address
test@test.com
Day Phone
1234567
Name(s) to appear on voucher
Mr. Test Test

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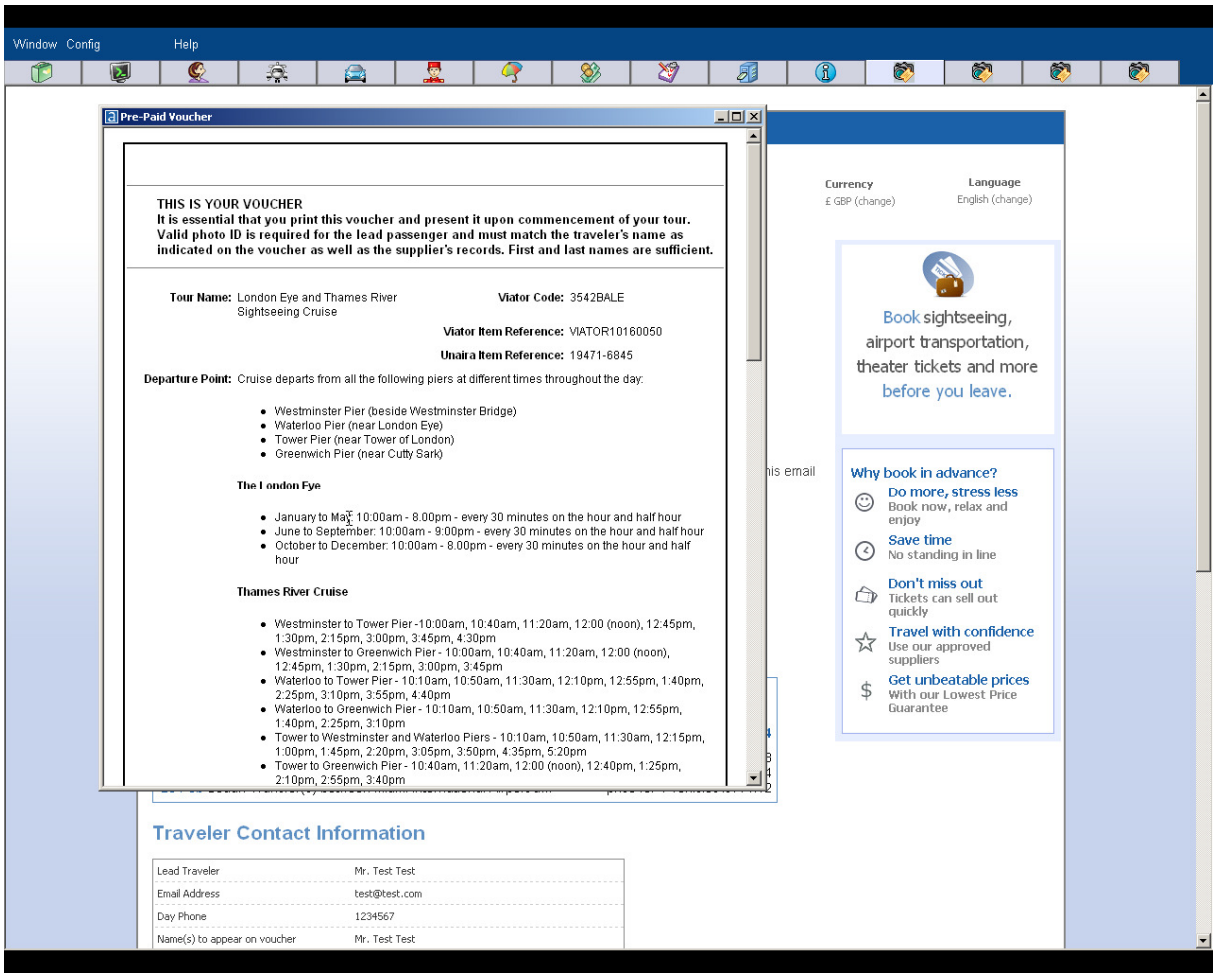
Click on the link(s) and the voucher(s) will be shown on the screen:


Window Config Help
Pre-Paid Voucher
THIS IS YOUR VOUCHER
It is essential that you print this voucher and present it upon commencement of your tour.
Valid photo ID is required for the lead passenger and must match the traveler's name as indicated on the voucher as well as the supplier's records. First and last names are sufficient.
Tour Name: London Eye and Thames River Sightseeing Cruise
Viator Code: 3542BALE
Viator Item Reference: VIATOR10160050
Unaira Item Reference: 19471-6845
Departure Point: Cruise departs from all the following piers at different times throughout the day:
Westminster Pier (beside Westminster Bridge)
Waterloo Pier (near London Eye)
Tower Pier (near Tower of London)
Greenwich Pier (near Cutty Sark)
The London Eye
January to May: 10:00am - 8.00pm - every 30 minutes on the hour and half hour
June to September: 10:00am - 9:00pm - every 30 minutes on the hour and half hour
October to December: 10:00am - 8.00pm - every 30 minutes on the hour and half hour
Thames River Cruise
Westminster to Tower Pier -10:00am, 10:40am, 11:20am, 12:00 (noon), 12:45pm, 1:30pm, 2:15pm, 3:00pm, 3:45pm, 4:30pm
Westminster to Greenwich Pier - 10:00am, 10:40am, 11:20am, 12:00 (noon), 12:45pm, 1:30pm, 2:15pm, 3:00pm, 3:45pm
Waterloo to Tower Pier - 10:10am, 10:50am, 11:30am, 12:10pm, 12:55pm, 1:40pm, 2:25pm, 3:10pm, 3:55pm, 4:40pm
Waterloo to Greenwich Pier - 10:10am, 10:50am, 11:30am, 12:10pm, 12:55pm, 1:40pm, 2:25pm, 3:10pm
Tower to Westminster and Waterloo Piers - 10:10am, 10:50am, 11:30am, 12:15pm, 1:00pm, 1:45pm, 2:20pm, 3:05pm, 3:50pm, 4:35pm, 5:20pm
Tower to Greenwich Pier - 10:40am, 11:20am, 12:00 (noon), 12:40pm, 1:25pm, 2:10pm, 2:55pm, 3:40pm
Currency
£ GBP (change)
Language
English (change)
Book sightseeing, airport transportation, theater tickets and more before you leave.
Why book in advance?
Do more, stress less
Book now, relax and enjoy
Save time
No standing in line
Don't miss out
Tickets can sell out quickly
Travel with confidence
Use our approved suppliers
Get unbeatable prices
With our Lowest Price Guarantee
Traveler Contact Information
Lead Traveler
Mr. Test Test
Email Address
test@test.com
Day Phone
1234567
Name(s) to appear on voucher
Mr. Test Test

Print the voucher(s) and hand it over to your customer. **The voucher is the only proof of payment recognized by the product providers, and therefore should be treated like cash. Please instruct your customer not to lose the voucher(s)! Without it they will not be allowed entry or provided the product or service. Furthermore there might be some premises which need to be complied that the customer can obtain the service (i.e. dress code for visits in religious sites). Please note that each product booked has a separate voucher.** The information on the voucher is in English.

A confirmation e-mail will also automatically be sent to the customer (as well as to the travel agent, if this option was selected within the order form.)

Moreover there is a stored copy of the customer's sales voucher in the reports tool, which often holds all necessary post purchase product information (i.e. where the tour departs from, Supplier Contact Details, Confirmation requirements etc.). Out of the reporting tool you can do printouts of the voucher any time.

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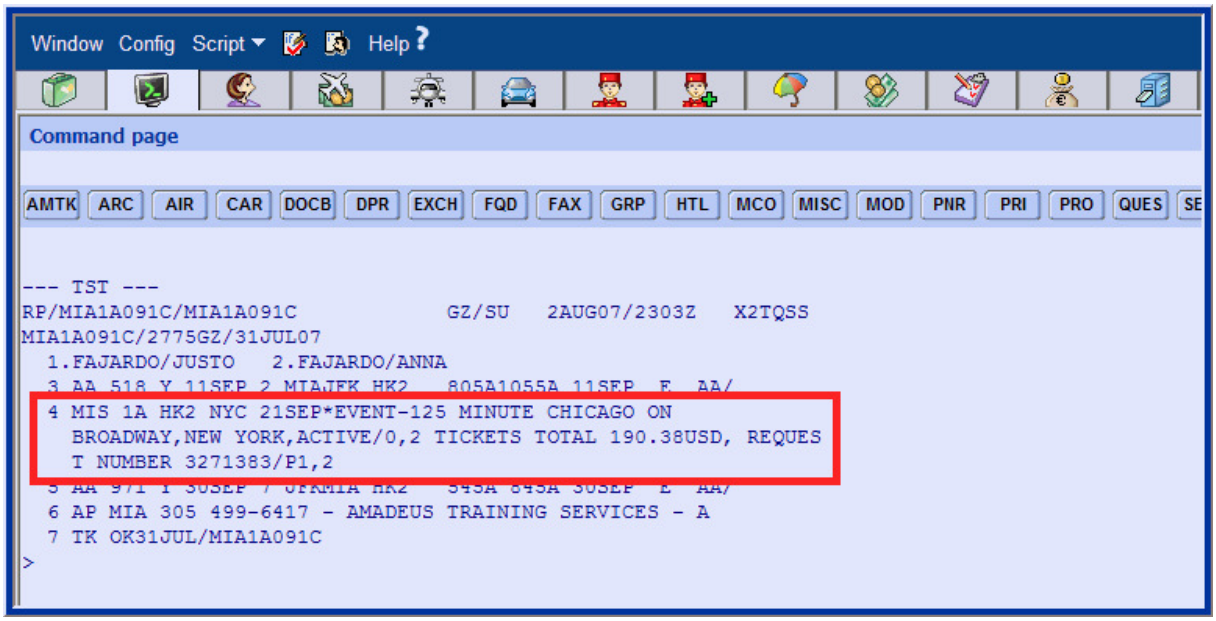
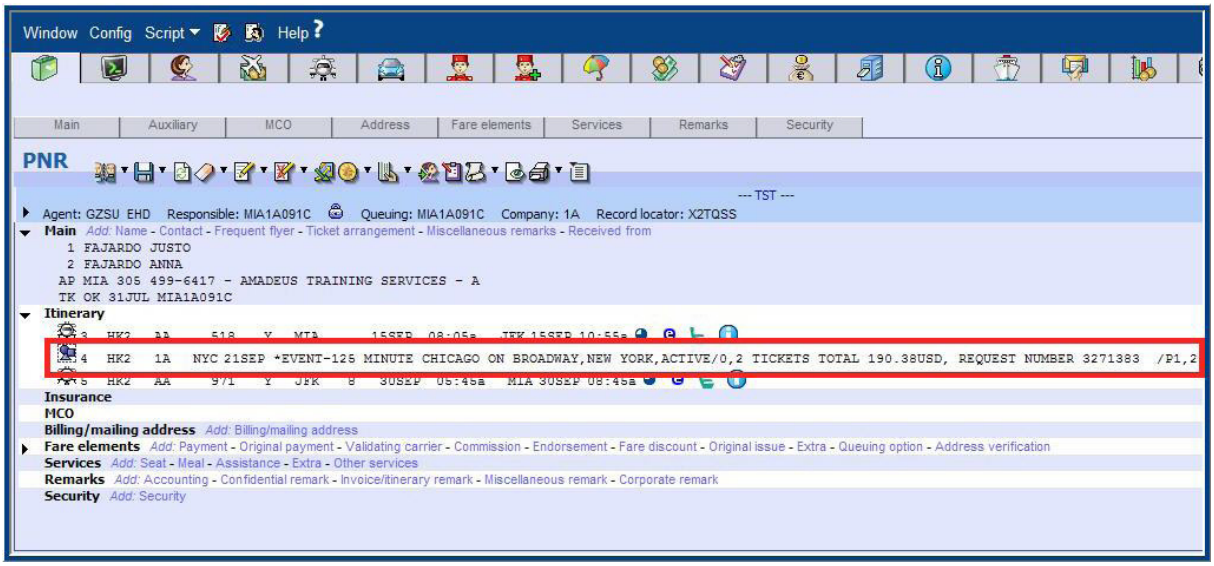
3.9 PNR integration

For all bookings made on Amadeus Activities & Entertainment a Miscellaneous (MISC) segment is integrated in the PNR.


Window Config Script Help
Command page
AMTK ARC AIR CAR DOCB DPR EXCH FQD FAX GRP HTL MCO MISC MOD PNR PRI PRO QUES
--- TST ---
RP/MIA1A091C/MIA1A091C GZ/SU 2AUG07/2303Z X2TQSS
MIA1A091C/2775GZ/31JUL07
1.FAJARDO/JUSTO 2.FAJARDO/ANNA
4 MIS 1A HK2 NYC 21SEP*EVENT-125 MINUTE CHICAGO ON
BROADWAY,NEW YORK,ACTIVE/0,2 TICKETS TOTAL 190.38USD, REQUES
T NUMBER 3271383/P1,2
6 AP MIA 305 499-6417 - AMADEUS TRAINING SERVICES - A
7 TK OK31JUL/MIA1A091C
>

In the Graphical Interface (Tab “AIR”) it appears as follows:


Window Config Script Help
Main Auxiliary MCO Address Fare elements Services Remarks Security
PNR
--- TST ---
Agent: GZSU EHD Responsible: MIA1A091C Queuing: MIA1A091C Company: 1A Record locator: X2TQSS
Main Add: Name - Contact - Frequent flyer - Ticket arrangement - Miscellaneous remarks - Received from
1 FAJARDO JUSTO
2 FAJARDO ANNA
AP MIA 305 499-6417 - AMADEUS TRAINING SERVICES - A
TK OK 31JUL MIA1A091C
Itinerary
4 HK2 1A NYC 21SEP *EVENT-125 MINUTE CHICAGO ON BROADWAY,NEW YORK,ACTIVE/0,2 TICKETS TOTAL 190.38USD, REQUEST NUMBER 3271383 /P1,2
Insurance
MCO
Billing/mailing address Add: Billing/mailing address
Fare elements Add: Payment - Original payment - Validating carrier - Commission - Endorsement - Fare discount - Original issue - Extra - Queuing option - Address verification
Services Add: Seat - Meal - Assistance - Extra - Other services
Remarks Add: Accounting - Confidential remark - Invoice/itinerary remark - Miscellaneous remark - Corporate remark
Security Add: Security

A MISC segment will also be created, if you did not have a PNR opened.

Remark: If the PNR contains more than one passenger name you need to do a manual passenger allocation to the segment.

After completion of a booking a confirmation e-mail will automatically be sent to the customer (as well as to the travel agent, if this option was selected within the order form). If you do not receive the confirmation e-mail please check your Spam- or Junk-Mail-Folder. It might be possible that the confirmation was blocked because of a Spam-Filter.

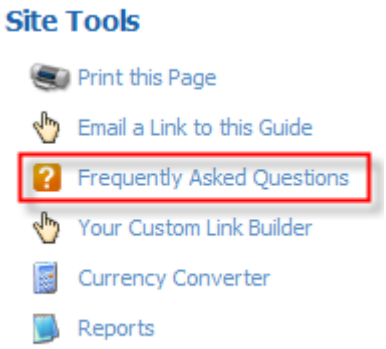
3.10 Modifications and Cancellations

Modifications and cancellations cannot be made through the PNR or through Amadeus Activities & Entertainment. **Bookings done through Amadeus Activities & Entertainment are binding.**

Please contact Unaira directly to make any modifications, or to cancel bookings.
Conditions for the booking will be displayed on the voucher (and can also be sawn under the product details – Conditions section – before booking). If changes are permitted, contact details will be given to call Unaira.

4 Activities & Entertainment Support – Your contact for questions

Amadeus Activities & Entertainment offers a detailed Frequently Asked Questions (FAQ) list in the Site Tools:



In the FAQ list you will find answers to the questions asked most of the time. If you have any further questions please contact your local Amadeus help desk.

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